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2020 Presidents Letter

Since the healthcare industry moved their employees to working from home we have new struggles to work through. One comes to mind is creating the right level of engagement. We still must maintain accountability, communication, and individualization of the employee while receiving the best outcome for our organizations.

Office accountability most likely has been established a long time ago and grows and changes through the years. But the Covid experience sent our employees home to work. This created managers to have to improve on their employee's accountability and increased communication. Because it is important employees understand the quality of work expected from them while working remotely.

Managers need to have a positive mind, listening ear, and greater flexibility to make a difference in times of crisis. They need to be prepared to continually assess and hold employees accountable for their performance at home. Managers need to also consider individualization. Which is easy when people are at work in the office because they have one set of rules for everyone.

Employees at home have a different situation, some have a dedicated office, and some do not. Managers are left to figure out where structure is required and if they will allow flexibilities (ie. Shorter meetings, later shifts) to accommodate the best outcomes.

Employers are still looking for the best positive impact for the organization. They understand in times of crisis like Covid the benefits of working from home. Organizations are trying to gather the tools needed to minimize any negative effects and creating new methods/processes for getting things done.

Please remember your managers/organizations may be leading their teams from a distance for the first time and are doing everything they can to discover and define what positions can and cannot work remotely. They are learning lessons from their decisions, creating new documented procedures to assist current and future circumstances. They can succeed if they have your support.

Know that you and your organization has evolved their culture living thru this situation and moving forward they will need your support to do all the right things...Accountability, Communication, and Individualization. So, ask your managers what they need to help the progression of the new changes. Share how the changes are affecting you, good, bad or indifferent. You may find they need different things from you than before you went to the remote situation. Managers rather have your input than assume how the situation is affecting you and they can tailor their approach to support you as you support them. This will help you and manager position the support needed around areas like accountability and quality and encourage efforts to keep everyone engaged and connected while remote.

Please stay safe, open minded, and help whenever possible. Thank you for everything you do to make Healthcare a better place even in trying times.